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August 7, 2013

The Honorable Ernest Martin, Chair
and Council Members
Honolulu City Council
530 S. King Street, 2nd Floor
Honolulu, HI 96813

Dear Chair Martin and Council Members:

RE: Resolution 13-158 CD-1 Urging That The Honolulu Emergency Services Department
Obtain a Second Provider for Back Up Ambulance Service for the City and County of Honolulu

My name is Denise Bilodeau, MSW, NHA, testifying in support of Resolution 13-158 CD-1. I believe that with the growing and aging population in the City and County of Honolulu, there is a need for additional backup ambulance services. Another backup provider is especially needed for the growing population on the west side of O'ahu. Additionally, another provider will help ease the burden of non-emergent calls to the emergency medical services system and ensure EMS is more readily available to run emergency calls. In my role as a health care administrator for a large senior living community in East Honolulu, I witness numerous calls for emergency medical transport. A recent issue with one of my assisted living residents involved a request to AMR for non-emergency transport to Castle Medical Center. Our nurse was told that the transport would arrive in 1 ½ hours. The resident's circumstance was not life threatening and the resident agreed with this plan. After waiting for the AMR ambulance 1 ½ hours, AMR called our nurse asking her to call 911 for the transport as they were too busy and unable to respond to our request. The resident was then transported via City and County EMS 911 to Queens Emergency Room. Not only did this elderly resident have to wait an inordinate amount of time, increasing his discomfort and anxiety, he was taken to a provider that does not have his medical history on file as his preferred hospital is Castle Medical Center. Again, please pass Resolution 13-158 CD1. Thank you for this opportunity to testify.-

Denise Bilodeau, MSW, NHA